			STANDARD HO	URS (7am - 6pm)				NON-STANDARD HOURS (6pm - 7am, & Sat. and						
MAC MAC CATEGORY CODE	MAC DESCRIPTION	MAC			QUANTITY OF MACs (BY ZONE)****						Y OF MACs (BY ZONE)***		CODE TO APPEAR IN REMEDY	CODE DESCRIPTION
			ZONE A ZONE B ZONE C ZONE D											
	Voice-Add (Set) Voice-Add Modem / Fax, Line	HARD S	85.00 \$ 85.00 \$ 85.00 \$ 85.00 85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50	1.50	1.50	VAME Voice-Add (Set) VAME Voice-Add Modem / Fax. Line	Add set with new Phone with Primary Directory Number (PDN) including all features as requested (VML (D, etc), or moving to new building/address (site code change) with a different switch. Add Modern or Fax or Line Oily, or moving to new building/address (site code change) with a different switch.
	Voice-Add Primary DN (PDN)		85.00 \$ 85.00 \$ 85.00 \$ 85.00											Add install Primary Directory, or moving to new ordering reactives (see code change) with a university of the code of the code change) which is a university of the code of th
	Voice-Delete / Remove Primary DN (PDN)	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50	1.50	1.50	VDDN Voice-Delete / Remove Primary DN (PDN)	Deleting / remove Primary Directory Number (PDN) on Set (i.e. need number changed on primary DN) or moving from current building / address (site code change) to one with a different switch.
	Voice-Move (Set / Fax / Modern)	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00							1.50	VMOV Voice-Move (Set / Fax / Modem)	Move existing Set, Modern or Fax to new location within same building remaining on same switch or to a different building on the same switch.
	Voice-Delete (Set)	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00				127.50 \$ 127.50				VDEL Voice-Delete (Set)	Delete / remove Set with DN including all features (VM, LD, etc) or moving from current building / address (site code change) to one with a different switch.
	Voice-Delete Modern / Fax	HARD S	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50 127.50 \$ 127.50	1.50 1.50 1.50 1.50	1.50	1.50	VDMF Voice-Delete Modern / Fax	Delete / remove Modern, Fax or Line Only.
Voice VMEO	Voice-Equipment Change Voice-Move and Equipment Change		85.00 \$ 85.00 \$ 85.00 \$ 85.00 85.00 \$ 85.00 \$ 85.00 \$ 85.00		1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50	1.50		VEQC Voice-Equipment Change VMEQ Voice-Move and Equipment Change	Change bieghone Set from current type to new type, or add Add-on Module. Move and change Set, Modern, or fax to new location within same building remaining on same switch or to a different building on same switch (with upgrade or downgrade of equipment).
	Voice-Line Appearance Change	HARD S	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50			VLAC Voice-Line Appearance Change	Programming change and changing DESI / Label(s) on Set (NOT changing Primary DN Number).
Voice VDES	Voice-Hard-DESI Only	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50	1.50	1.50	VDES Voice-Hard-DESI Only	Placing DESI / Labels on-site and perform required remote programming.
	Voice-Hard-Other (type in Comments)	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50	1.50	1.50	VHOT Voice-Hard-Other (type in Comments)	Install equipment such as headset, cord(s) or other ancillary equipment without changing Set type (for adding Add-on Module use VEQC). Also used for "other" special cases.
	Voice-Auto Attendant-On Site		85.00 \$ 85.00 \$ 85.00 \$ 85.00		1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50	1.50		VAAH Voice-Auto Attendant-On Site	Voice mail auto attendant on-site adds, deletes, changes
	Voice-Voicemail Password Reset Voice-Voicemail Rebuild		16.00 \$ 16.00 \$ 16.00 \$ 16.00 16.00 \$ 16.00 \$ 16.00 \$ 16.00		1.0000 1.				24.00 \$ 24.00		1.5000		VPSW Voice-Voicemail Password Reset	Voice Mail password reset NOT performed by Level 1 Help Desk. Voice Mail reside (does NOT incide auto attendant).
	Voice-Voicemail Add / Delete		16.00 \$ 16.00 \$ 16.00 \$ 16.00										VRBD Voice-Voicemail Rebuild VVAD Voice-Voicemail Add / Delete	Voice Mail réduit cemove froi include situe autentiani).
	Voice-Soft-Other (type in Comments)		16.00 \$ 16.00 \$ 16.00 \$ 16.00										VSOT Voice-Soft-Other (type in Comments)	New voice mail, programming features (No AZNET DESI needed) i.e. autodial; speed dial, LD, hunt group, etc not A/A, customer apply DESI. Applies to call center and non-call center voice soft MAC work.
Voice VAAS	Voice-Auto Attendant-Remote	SOFT \$	16.00 \$ 16.00 \$ 16.00 \$ 16.00	1.0000	1.0000 1.	.0000 1.0000	\$ 24.00	\$ 24.00 \$	24.00 \$ 24.00	1.5000 1.5000	1.5000	1.5000	VAAS Voice-Auto Attendant-Remote	Voice mail auto attendant adds, deletes, changes not to exceed 15 minutes and performed remote
	Voice-Soft Add	SOFT \$	16.00 \$ 16.00 \$ 16.00 \$ 16.00	1.0000	1.0000 1.	.0000 1.0000			24.00 \$ 24.00		1.5000		SADD Voice-Soft Add	Add item completed by Agency personnel; Soft MAC programming change completed by AZNet
	Voice-Soft Delete		16.00 \$ 16.00 \$ 16.00 \$ 16.00						24.00 \$ 24.00				SDEL Voice-Soft Delete	Delete item completed by Agency personnel; Soft MAC programming change completed by AZNet
	Voice-Soft Move Voice-Auto Attendant-Labor-Voice-1HR	TRM C	\$ 16.00 \$ 16.00 \$ 16.00 \$ 16.00 \$ 85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.0000	1.0000 1.	.0000 1.0000			24.00 \$ 24.00 127.50 \$ 127.50	1.5000 1.5000	1.5000	1.5000	SMOV Voice-Soft Move VAAL Voice-Auto Attendant-Labor-Voice-1HR	Move tern completed by Agency personnel: Soft MAC programming change completed by AZNet I Hour Labor - Aput Attendant design and record, Auth Outherdant add, delete, changes not covered under Soft/Hard MAC allocation codes of VHAA and VSAA. In excess of the standard AIA codes.
	Labor-Voice-1HR		85.00 \$ 85.00 \$ 85.00 \$ 85.00 85.00 \$ 85.00 \$ 85.00 \$ 85.00						127.50 \$ 127.50				LBV1 Labor-Voice-1HR	1 Hour Labor - Auto Attendant design and record, Auto Attendant add, delete, changes not covered under Switches and accession codes of VHAA and VSAA. In excess of the sandard A/A codes. 1 Hour Labor - Billiable outsomer caused issue, time and material (TAM) (i.e., 222 WE Enzanto or vswitches we are to support on TAM) or customer request for TAM Service).
	Labor-Voice-2HR		170.00 \$ 170.00 \$ 170.00 \$ 170.00						255.00 \$ 255.00				LBV2 Labor-Voice-2HR	2 Hours Labor - Auto Attendant design and record, billable commerce caused issue, time and material (T&M) (see 282 support on T&M or customer request for T&M Service).
Voice LBV3	Labor-Voice-3HR	T&M S	255.00 \$ 255.00 \$ 255.00 \$ 255.00						382.50 \$ 382.50				LBV3 Labor-Voice-3HR	3 Hours Labor - Auto Attendant design and record, billable customer caused issue, time and material (T&M) (i.e. 2222 W Encanto or switches we agree to support on T&M or customer request for T&M Service).
Voice LBVQ	Labor-Voice-1/4 HR, Soft Work Only	T&M \$	21.25 \$ 21.25 \$ 21.25 \$ 21.25				\$ 32.00	\$ 32.00 \$	32.00 \$ 32.00				LBVQ Labor-Voice-1/4 HR, Soft Work Only	0.25 Hour Labor, billable, for voice work (T&M).
	Labor-Data-1HR	T&M S	100.00 \$ 100.00 \$ 100.00 \$ 100.00						150.00 \$ 150.00				LBD1 Labor-Data-1HR	1 Hour Labor Billable Data Technician (T&M).
	Labor-Data-2HR Labor-Data-3HR	T&M S	\$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 300.00 \$ 300.00 \$ 300.00 \$ 300.00						300.00 \$ 300.00 450.00 \$ 450.00				LBD2 Labor-Data-2HR LBD3 Labor-Data-3HR	2 Hours Labor Billable Data Technician (T&M). 3 Hours Labor Billable Data Technician (T&M).
	Labor-Data-3/IR Labor-Data-1/4 HR, Soft Work Only	T&M S	5 25.00 \$ 25.00 \$ 25.00 \$ 25.00						37.50 \$ 37.50				LBDQ Labor-Data-3/HR, Soft Work Only	S must satur mission but at returning mission (18 M). 0.25 Hours sabor Billable Data Technician (18 M).
	Data-Router Config Change (30 Min / 2 MACs)		30.00 \$ 30.00 \$ 30.00 \$ 30.00		2.00	2.00 2.00			45.00 \$ 45.00	3.00 3.00	3.00	3.00	DRTC Data-Router Config Change (30 Min / 2 MACs)	Minor configuration changes to outset (IP addressing, Wan link or Loopback) including updating configuration documentation and diagrams (30 minutes spent by Data Engineer).
	Labor-Security-1HR		\$ 150.00 \$ 150.00 \$ 150.00 \$ 150.00						225.00 \$ 225.00				LBS1 Labor-Security-1HR	1 Hour LaborBillable Security Engineer (T&M).
Security LBS2	Labor-Security-2HR	T&M S	300.00 \$ 300.00 \$ 300.00 \$ 300.00				\$ 450.00	\$ 450.00 \$	450.00 \$ 450.00				LBS2 Labor-Security-2HR	2 Hours Billable Security Engineer (T&M).
Security LBS3	Labor-Security-3HR	T&M S	450.00 \$ 450.00 \$ 450.00 \$ 450.00				\$ 675.00	\$ 675.00 \$	675.00 \$ 675.00				LBS3 Labor-Security-3HR	2 Hours Billable Security Engineer (T&M).
	Labor-Security-1/4 HR, Soft Work Only	T&M S	37.50 \$ 37.50 \$ 37.50 \$ 37.50				\$ 56.25	\$ 56.25 \$	56.25 \$ 56.25				LBSQ Labor-Security-1/4 HR, Soft Work Only	0.25 Hours Billable Security Engineer (T&M).
	Labor-CallCenter-1HR Labor-CallCenter-2HR	TOM S	90.00 \$ 90.00 \$ 90.00 \$ 90.00 6 180.00 \$ 180.00 \$ 180.00 \$ 180.00						135.00 \$ 135.00 270.00 \$ 270.00				LBC1 Labor-CallCenter-1HR LBC2 Labor-CallCenter-2HR	Horu Labor Auto attendant design and record, design and addrinodity Symposium Script, IDVR Client Install, design and addrinodity Symnos Script, and customer requested T&M. Florus Labor Auto attendant design and record, design and addrinodity Symposium Script, IDVR Client Install, design and addrinodity Symnos Toript, and customer requested T&M.
	Labor-CallCenter-3HR	T&M S	270.00 \$ 270.00 \$ 270.00 \$ 270.00						405.00 \$ 405.00				LBC3 Labor-CallCenter-3HR	3 Hours Labor Auto attendant design and record, design and add/modify Symposium Script, IDVR Client Install, design and add/modify Symposium Script, IDVR C
CallCenter LBCQ	Labor-CallCenter-1/4 HR, Soft Work Only		22.50 \$ 22.50 \$ 22.50 \$ 22.50						33.75 \$ 33.75				LBCQ Labor-CallCenter-1/4 HR, Soft Work Only	0.25 Hours Labor Auto attendant design and record, design and add/modify Symposium Script, IDVR Client Install, design and add/modify Symon Script, and customer requested T&M.
Security SVPD	Security-Delete VPN	SOFT \$	16.00 \$ 16.00 \$ 16.00 \$ 16.00	1.00	1.00		\$ 24.00	\$ 24.00 \$	24.00 \$ 24.00			1.50	SVPD Security-Delete VPN	Remove Existing VPN (VPN does NOT include dial-up which is called Remote Access Account).
	Security-Add VPN		16.00 \$ 16.00 \$ 16.00 \$ 16.00							1.50 1.50		1.50	SVPA Security-Add VPN	Add New VPN.
	Security-Delete Remote Access Account Security-Add Remote Access Account		16.00 \$ 16.00 \$ 16.00 \$ 16.00						24.00 \$ 24.00 24.00 \$ 24.00		1.50	1.50	SDUD Security-Delete Remote Access Account SDUA Security-Add Remote Access Account	Remove Existing Remote Access Account. did New Remote Access Account.
	Security-Add Remote Access Account Security-Password Reset for VPN or Remote Access Acct		16.00 \$ 16.00 \$ 16.00 \$ 16.00 16.00 \$ 16.00 \$ 16.00 \$ 16.00						24.00 \$ 24.00				SPWR Security-Password Reset for VPN or Remote Access	
	Security-Firewall Change (Pre-Approved)		16.00 \$ 16.00 \$ 16.00 \$ 16.00										SFWC Security-Firewall Change (Pre-Approved)	Perform a soft MAC to install or remove (via remote access) a previously studied change to a Firewall. In most cases T&M work will be performed to study, design, and test possible Firewall changes. Then SFWC used.
CallCenter CADD	CallCenter-Add	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50	1.50	1.50	CADD CallCenter-Add	Call Center Add Set with new Primary Directory Number (PDN) including all features (VM, LD, Symposium programming included).
	CallCenter-Add Modem / Fax, Line		85.00 \$ 85.00 \$ 85.00 \$ 85.00		1.00								CAMF CallCenter-Add Modem / Fax, Line	Call Center Add Modem or Fax or Line Only.
	CallCenter-Add Primary DN (PDN)	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00				127.50 \$ 127.50			1.50	CADN CallCenter-Add Primary DN (PDN)	Call Center Add / install Primary Directory Number (PDN) on Set (i.e. need number changed on Primary DN).
	CallCenter-Delete / Remove Primary DN (PDN) CallCenter-Delete (Modern / Fax)	HARD S	85.00 \$ 85.00 \$ 85.00 \$ 85.00 85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50	1.50	1.50	CDDN CallCenter-Delete / Remove Primary DN (PDN) CDMF CallCenter-Delete (Modern / Fax)	Call Center Delete / remove Primary Directory Number (PDN) on set (i.e. need number changed on Primary DN). Call Center Delete / remove Modern or Fax or Line Chrix.
CallCenter CMOV			85.00 \$ 85.00 \$ 85.00 \$ 85.00								1.50		CMOV I CaliCenter-Move	Call Center Delete/ relinitive Modern or Fax to Line Crey. Call Center Delete/ relinitive Modern or Fax to Line Crey. Call Center Delete/ relinitive Modern or Fax to Line Crey.
	CallCenter-Delete	HARD S	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50	1.50	1.50	CDEL CallCenter-Delete	Call Center Delete / remove Set with DN including all features (VM, LD, Symposium programming included).
	CallCenter-Line Appearance Change	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	100 100	\$ 127.50	S 127.50 S	127 50 \$ 127 50	1.50 1.50	1.50	1.50	CLAC CallCenter-Line Appearance Change	Call Center change button on multi line Set, other than Primary DN.
	CallCenter-Hard-DESI Only	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50 150.00 \$ 150.00	1.50 1.50	1.50	1.50	CDES CallCenter-Hard-DESI Only	DESI Set labels only (i.e. programming change and changing label(s) on Set only, not primary DN).
	CallCenter-IVR or CTI Development	T&M \$	5 100.00 \$ 100.00 \$ 100.00 \$ 100.00				\$ 150.00	\$ 150.00 \$	150.00 \$ 150.00		_		CDEV CallCenter-IVR or CTI Development	Call Center IVR or CTI Development utilizing CCAT and NXO.
0001	CallCenter-Symposium, Simon, or Headliner Support		90.00 \$ 90.00 \$ 90.00 \$ 90.00	1 00	1.00	1.00 1.00			135.00 \$ 135.00	1.50 1.50	150	1.50	CSUP CallCenter-Symposium, Simon, or Headliner Suppor CHOT CallCenter-Hard-Other (Not Move, Add. Delete)	art Call Center add new user, modify script, skillset, supervisor, reports, new client install not to exceed 1 hour of time. Call Center install all badeds are profiled to extreme configurations are reported by the configuration of the con
	CallCenter-Hard-Other (Not Move, Add, Delete) Change PON or Sub-PON of Billable Item	SOFT S	85.00 \$ 85.00 \$ 85.00 \$ 85.00 6 16.00 \$ 16.00 \$ 16.00 \$ 16.00	1,000		0000 1.00	\$ 24.00	s 24.00 \$	127.50 \$ 127.50 24.00 \$ 24.00	1.50 1.50 1.5000 1.5000	1.5000		BILL Change PON or Sub-PON of Billable Item	Call Center install of headstet, cord(s) or other ancillary equipment (not Add-on Modulo). Pon change requested by Agency to existing PON or 5 but-PON of billable interms (i.e., seal) - 15 Minutes spent by Back Office resource. Can be used with BLI02, BLI05 and BL10.
Conference CONF	Temporary Addition of Conference Phone	HARD S	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50		1.50	CONF Temporary Addition of Conference Phone	Temporary addition of Conference phone. We provide conference phones for room to agencies as needed for 1 days and remove. Could be a lise and phone or line only. But instances would possibly incur LD charges as well.
CallCard CCAD	Calling Card-Add	SOFT \$	16.00 \$ 16.00 \$ 16.00 \$ 16.00	1.0000	1.0000 1.	.0000 1.0000	\$ 24.00	\$ 24.00 \$	24.00 \$ 24.00	1.5000 1.5000	1.5000		CCAD Calling Card-Add	Add Calling Card.
CallCard CCDE	Calling Card-Delete	SOFT \$	16.00 \$ 16.00 \$ 16.00 \$ 16.00	1.0000	1.0000 1.	.0000 1.0000	\$ 24.00	\$ 24.00 \$	24.00 \$ 24.00	1.5000 1.5000			CCDE Calling Card-Delete	Delete Calling Card.
Circuit CIAD	Circuit-Add	HARD \$	85.00 \$ 85.00 \$ 85.00 \$ 85.00	1.00	1.00	1.00 1.00	\$ 127.50	\$ 127.50 \$	127.50 \$ 127.50	1.50 1.50		1.50	CIAD Circuit-Add	Add/install new carrier line or circuit (voice or data) or move or change existing carrier line or circuit (voice or data).
	Circuit-Delete Trip Charge for Zones C and D	HARD \$	\$ 85.00 \$ 85.00 \$ 85.00 \$ 85.00 \$ 102.00 \$ 170.00	1.00		1.00 1.00 1.20 2.00	\$ 127.50 TRPB		127.50 \$ 127.50 153.00 \$ 255.00	1.50 1.50		1.50	CIDL Circuit-Delete TRPB Trip Charge for Zones C and D	Delete/emove existing carrier line or circuit (voice or data). Trip Charge is aposited once the ARRO MACs on the same Remedy ticket, for the same site, in either Zone C or D and is 'baid for' with MAC allocation until the asency and State-wide allocations are exhausted.
mpressed made	Non-billable Trip Charge for Zones C and D Non-billable Trip Charge for Zones C and D	OTHER	\$ 102.00 \$ 170.00 No Charges			1.20 2.00	IRPD	\$	3 255.00		1.80	3.00	TRPB Trip Charge for Zones C and D TRPN Non-billable Trip Charge for Zones C and D	Ing Charge is applied once to HARD MAX.s on the same Remely ticket, for the same site, in either Zone C or D and in "good location until the agency and State-wide allocations are exhausted. Non-billable Tip Charge to account for work being speed over multiple tokets. One billable intp charge no need the tickets, remaining tickets have non-billable tip-charge.
THORSE TINE I	Non-billable Trip Charge for Zones C and D Non-billable Soft MAC		lo Charges										NSOF I Non-billable Soft MAC	Non-cusions in the customer of
NonBill NHRD	Non-billable Hard MAC	OTHER N	lo Charges										NHRD Non-billable Hard MAC	Som what duction on the standard or not examine to advice an induce that the standard or not examine to advice an induce that the standard or not examine to advice an induce that the standard or not examine the standard or not
NonBill 911A	Non-billable Add for 911	OTHER N	lo Charges										911A Non-billable Add for 911	Non-billable Add of PDN for 911 records.
	Non-billable Delete for 911	OTHER N	lo Charges										911D Non-billable Delete for 911	Non-billable Delete of PDN for 911 records.
RFI RQBL	Request for Informaton-Billing	OTHER N	No Charges										RQBL Request for Informaton-Billing	Request for information, non-billable and ticket type must be Request for Information.
	Request for Information-CAM		No Charges No Charges (other then purchased equipment ad	ided to MAC	notivity)						1		RQIN Request for Information-CAM EQON Equipment Only	Request for information, non-billable and ticket type must be Request for information assigned to Change Account Manager (CAM). To bless the addition of environment to MMC where (the black house part of all positions and to be addition of environment to MMC where (the black house) and all positions are part of the positions and the second of the part
Level 1 HD I VI 1	Equipment Only Resolved by Level 1 Help Desk	OTHER N	No Charges (other then purchased equipment ad No Charges	ded to MAC	autivity)								LVL1 Resolved by Level 1 Help Desk	To allow the adding of equipment to a MAC without forcing a second MAC charge (for labor), because not all equipment additions can be accompidated on one ticket. To capture additions can be accompidated on one ticket.
	Non-billable Preventative Maintenance	OTHER N	In Charnes										PRMN I Non-billable Preventative Maintenance	10 caputure activity Collabale activities worked on in relation to conducting preventative maintenance.
	VPN Add by Level 1	OTHER N	lo Charges										VPNA VPN Add by Level 1	To dejoute form account content by Level 1 Helio Desk.
Level 1 HD VPND	VPN Delete by Level 1	OTHER N	lo Charges										VPND VPN Delete by Level 1	Deletion of VPN account completed by Level 1 Help Desk.
Level 1 HD VPNR	VPN Password Reset by Level 1	OTHER N	lo Charges										VPNR VPN Password Reset by Level 1	Password Reset of VPN account completed by Level 1 Help Desk.
	Security-Password Reset for Remote Access Acct		16.00 \$ 16.00 \$ 16.00 \$ 16.00						24.00 \$ 24.00		1.50		SPRR Security-Password Reset for Remote Access Acct	
Billing BL02	Billing Update (2 MACs)	SOFT S	32.00 \$ 32.00 \$ 32.00 \$ 32.00	2.00	2.00	2.00 2.00	\$ 48.00	\$ 48.00 \$ \$ 112.50 \$	48.00 \$ 48.00	3.00 3.00	3.00	3.00	BL02 Billing Update (2 MACs)	Pon change requested by Agency to existing PON or Sub-PON of billiable items (i.e., seat) - 30 Minutes spent by Back Office resource. Can be used with BILL, BLOS and BL10. Pon change requested by Agency to existing PON or Sub-PON at billiable items (i.e., seat) - 30 Minutes spent by Back Office resource. Can be used with BILL, BLOS and BL10.
Billing BL10	Billing Update (5 MACs) Billing Update (10 MACs)	SOFT	5 75.00 \$ 75.00 \$ 75.00 \$ 75.00 5 160.00 \$ 160.00 \$ 160.00 \$ 160.00	10.00	10.00	5.00 5.00 10.00 10.00	\$ 240.00		240.00 \$ 240.00	7.50 7.50 15.00 15.00	15.00	7.50 15.00	BL05 Billing Update (5 MACs) BL10 Billing Update (10 MACs)	Pon change requested by Agency to existing PON or Sub-PON of billable items (i.e., seat) - 75 Mirutes spent by Back Office resource. Can be used with BILL, BL02 and BL10. Pon change requested by Agency to existing PON or Sub-PON of billable items (i.e., seat) - 25 Hours spent by Back Office resource. Can be used with BILL, BL02 and BL15.
	Request for Information-Operations		No Charges	10.00	10.00	10.00	- 2-10.00	2-10.00 3	J.00 ¥ 240.00	.5.00	13.00	13.00	RQIO Request for Information-Operations	Port Cealing requestor by Agency to existing POV or Survivor to Unision Heries (Je., See) - 2.5 ToUris Sperior Design Center (See) See to Uniform Service Center (See
CallCenter CSOF	Deletedno longer used	\$	5 15.00 \$ 15.00 \$ 15.00 \$ 15.00	1.0000	1.0000 1.	.0000 1.0000	\$ 22.50	\$ 22.50 \$	22.50 \$ 22.50	1.5000 1.5000	1.5000	1.5000	N/A	NA
Security SVPN	Deletedno longer used		15 15 15 15	1	1 1	1 1	\$ 22.50	\$ 22.50 \$	22.50 \$ 22.50 22.50 \$ 22.50	1.5000 1.500	0 1.5000	1.500	0 N/A	N/A
1	I .		1 1 1	1		1					1	1	l	

NOTES:
1) Time & Materials (T&M), MAC Types marked as T&M are charged at the hourly rate shown above including travel time; except that for Zone A no travel time is charged; for Zone B only one way travel time is charged; and for Zones C and D two way travel time is charged. Takk hours are rounded to the nearest hour with a one hour minimum (e.g. if work takes 1 hour and 23 minutes, State is charged for 1 hour; if work takes 1 hour and 45 minutes, State is billed for 2 hours). Travel time initiates from the closer of the actual dispatch point or the closest Zone A city.

2) Trip Charges on standard MACs. MAC work in Zones C or D incurres a "Trip Charge" which can be "paid for" with an agency's allocation of MAC (see above TRPB). If two or more trips to one Zone C or D city can be combined, then only one trip charge will apply (the ticked with no trip charge will show an Activity Code of TRPN, free trip charge, If possible, Accenture will combine MAC trips for different agencies to the same Zone C or D cities. If this occurs, then the agency with the earliest MAC request is charged the Trip Charge, and the other lickets will show a rice trip charge with activity code from the activity can be combined. The charge is charged the Trip Charge, and the other lickets will show a rice trip charge with activity call FRPN.

3) Any soft MACs completed on same seat as a hard MAC at the same time are counted as 1 hard MAC, i.e. each hard MAC includes any "soft MAC" work required to complete the hard MAC.

4) MAC Prices shown are prices for MACs in excess of the allocation for the State for both Standard and Non-Standard Hours.

5) MACs performed during Non-Standard hours are priced at 1.5 times the standard time charge. If an agency wishes to use their MAC allocation for Non-Standard Hours MACs they can do so, but each MAC uses the quantity of the MAC Allocation shown in the chart abo Soft MAC and Hard MAC usage are counted separately, thus, each type count as ONE MAC although their dollar values are different.

7) Move vs. Delete & Add--For legacy phone switches, a Delete & Add is used rather than a Move if relocation is to a new site with a different phone switch. For IPT systems, a Delete & Add is used rather than a Move if relocation is to a new site with a different router.

B) Zones shall have the following meaning. Zone A means sites within 5 miles of the Capitol in Phoenix (the "Central Site" in Phoenix), or within 5 miles of 400 W. Congress (the "Central Site") in Tucson, or within 5 miles of a Central Site in Yuma and Flagstaff, which Central Site in Yuma and Flagstaff shall be selected by ADOA General Services. Zone B means within 60 miles of the Central Site of a Zone A city, and Zone D means outside 100 miles of the Central Site of a Zone A city, central site adversess are as follows: Phoenix, the Capital, 1700 W WASHINGTON ST, PHOENIX, AZ 85007; Tucson, 400 W CONGRESS ST, TUCSON, AZ 85701; Flagstaff, 1100 W KAIBAB LN, FLAGSTAFF, AZ 85001; and Yuma, 7125 E JUAN SANCHEZ BLVD, SAN LUIS, AZ 85309 (ASPC-Yuma Prison).